

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAL ASSISTANCE ADMINISTRATION
Olympia, Washington**

To: All Providers
Regional Administrators
CSO Administrators

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From: Douglas Porter, Assistant Secretary
Medical Assistance Administration

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Subject: Disease Management Program – UPDATE (360) 725-1648

Effective April 2002, the Medical Assistance Administration (MAA) implemented a Disease Management program that provides additional resources for eligible clients' current medical care. This numbered memorandum provides detailed information about the DM program and client eligibility requirements. There are approximately 20,000 fee-for-service (FFS) clients in Washington who may qualify to participate in this program.

New Information about the Program

The two companies contracted for Disease Management are:

- **McKesson Health Solutions LLC**, of Denver, CO., a wholly-owned subsidiary of McKesson Corporation, is managing care for eligible clients with Asthma, Congestive Heart Failure, and Diabetes. McKesson Health Solutions LLC can be reached at: 1-800-444-0125.
- **Renaissance Health Care Inc.**, also of Denver, is providing management oversight for eligible clients with Renal Disease. Renaissance Health Care Inc. can be reached at: 1-866-287-3625 or 1-866-28RENAL.

Background

In accordance with a 2001 legislative directive, MAA researched and implemented two pilot projects to assist individuals with targeted diseases to improve their health. This directive is found in the 2001-03 Operating Budget, Chapter 7, and Laws of 2001 E2, Section 209 (6).

MAA's standards for the Disease Management program are based on national guidelines from the following:

- **AHLBI** American Heart, Lung, Blood Institute
- **ADA** American Diabetes Association
- **ACC** American College of Cardiologists
- **DOQI** National Kidney Foundation - Dialysis Outcome Quality Initiative
- **NIH** National Institute of Health

Goals

The goals of the Disease Management program are to:

- Assist Medicaid fee-for-service clients to “self-manage” chronic conditions of asthma, diabetes, heart, or kidney disease;
- Improve clients' health habits;
- Improve management of hard to reach, high-risk, high-cost populations;
- Improve clients' quality of life;
- Improve clients' health outcomes; and
- Improve coordination efforts among:
 - ✓ DSHS divisions and other State agencies;
 - ✓ Case managers and health care providers; and
 - ✓ Other available community resources.

The Disease Management Program is NOT intended to:

- ✓ Interfere with existing provider practices or services;
- ✓ Interfere with case management activities in the community; or
- ✓ Substitute for established activities by other DSHS Divisions or State Agencies.

Scope of Services

MAA has contracted with two Disease Management vendors to provide intensive case management and coordination activities for DSHS clients who have one or more of the conditions below:

- ✓ Asthma;
- ✓ Congestive Heart Failure;
- ✓ Diabetes; or
- ✓ End Stage Renal Disease/Chronic Kidney Disease.

Clients with any of the above conditions may already be receiving services from one or more DSHS administrations such as the Mental Health Division, the Division of Alcohol and Substance Abuse, the Aging and Adult Services Administration, and the Division of Developmental Disabilities.

The Disease Management program involves the following three key components:

MAA and Disease Management vendors:

- Identify clients who have one or more of the conditions listed on the previous page and who are likely to become more seriously ill due to a combination of medical, social, and functional problems.
- Work with these identified clients and their primary care providers to improve adherence to treatment plans. If the client does not currently have a primary care provider, the Disease Management vendor will work with the client at the local level to establish a “medical home” and access to necessary specialty care.
- Work with case managers in other DSHS divisions to ensure the coordination of services being provided to clients with multiple co-morbid conditions and functional disabilities.

Eligibility Requirements

To be eligible for the Disease Management program, a client must be **one** of the following:

- A client with Asthma who is on TANF (Temporary Assistance for Needy Families) or in a children's medical program but not enrolled in managed care;
- A recipient of Supplemental Security Income (SSI)*; or
- A recipient of GA-X* (General Assistance – Unemployable).

In addition, the client must meet **all** of the following criteria:

- Receive medical care through MAA's fee-for-service (FFS) system; and
- Have one of the targeted diagnoses on page 3.

***Note:** Clients may currently be receiving services through any or all of the DSHS administrations. Clients who are eligible for SSI and GA-X scope of medical care include:

- ✓ Those with disabilities severe enough to prevent employment for at least one year; and
- ✓ Children with functional limitations that significantly affect daily activities.

MAA urges providers who serve eligible clients to contact the Disease Management vendors for assistance in serving these clients.

Disease Management Enrollment

All FFS clients meeting the eligibility requirements are automatically enrolled in the Disease Management program. Clients who do not wish to participate in the program may “opt out” (disenroll) at any time by calling the Medical Assistance Customer Service Center (MACSC) at 1-800-562-3022. Clients who change their mind to participate in the program after “opting-out” may “Opt-in” by calling the MACSC line.

Only the client or the client's legal guardian has the authority to “opt-out” of the Disease Management program.

Clients who are not enrolled in a managed care plan have the right to choose any MAA provider as allowed under Section 1902(a)(23) of the Social Security Act.

Payment for Disease Management Services

Payment for Disease Management services does not constitute a duplication of payments made to public agencies or private entities under other program authorities. Only the two companies listed on page 1 are eligible to provide this service for the first year of the program.



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